

Course Code: 11BB22K4

Course Title: SOFT SKILLS - II

Objective: This course aim of preparing the students for placements and career management.

Detailed Curriculum:

Unit I: Verbal and Non verbal communication - Dressing up for various occasions - Developing self discipline – Kinesics.

Unit II: Dining etiquette - Telephone etiquette - Email etiquette - Office etiquette.

Unit III: Interpersonal skills - Team building - Group dynamics.

Unit IV: Leadership - Cross cultural communication – Negotiation – Assertiveness.

Unit V: GD level 2 - General awareness - Taking a stand – Professionalism.

Recommended Text Books:

1. Communication Skills - Meenakshi Raman and Sangeetha Sharma
2. English Conversation Practice-Grand Taylor.

Recommended Reference Books:

- a. Business Communication-Process& Product –Mary Ellen Guffey
 - b. The Definitive Book of Body Language-Allan and Barbara Pease.
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